



COMPUTER TECHNICIAN

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Technical/Paraprofessional	PEU Local 1	56	03/09/23	Classified	1 of 2

DEFINITION

To install, troubleshoot, maintain and operate computers for student and faculty use; to plan, organize, and coordinate the operations of computer center(s) for multiple departments; and to assist students, faculty and staff in using computers and peripheral equipment.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistant or other assigned staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Monitors computer software and hardware operating status; ensures that computers, terminals, printers, and other peripherals are in operating order; performs minor maintenance when necessary or arranges for repair of equipment; reports equipment problems or failures and provides necessary documentation.
- Performs the installation, upgrade, and maintenance of software applications and suites; and ensures compliance with license agreements and copyright legislation.
- Assists in, and/or provides training for students, staff and faculty in computer operations.
- Documents events concerning computer systems or the computer center/network.
- Serves as a technical resource person for equipment and hardware/software maintenance.
- Maintains an accurate inventory of technical equipment, including system and software configurations and network addressing; orders supplies as necessary.
- Initiates start up and shut down of systems and peripherals; performs system back-up on appropriate media; reloads paper and toner on printers; installs and configures hardware and software.
- Monitors the budget; manages accounting systems used by various campus laboratories.
- Attends conferences and seminars as required to stay current with changing technology.
- Attends and participates in departmental meetings to stay current with campus and department policies.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Administration, use, and requirements of common computer operating systems and applications programs.
- A wide variety of software used by various college programs.
- Procedures of software and hardware configurations and optimization.
- Internet connectivity protocol and applications.



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- Equipment and supply purchasing procedures and practices.
- Principles and practices of technical supervision and training.

Skill/Ability to:

- Troubleshoot and resolve technical issues with computers, projectors and other computing equipment.
- Perform responsibilities independently, with a high level of good judgment.
- Select, train, and evaluate student assistants and tutors.
- Create operating system images consistent with campus standards; deploy images to target computers.
- Perform standard preventative maintenance on computers, printers, and related peripherals.
- Provide timely technical support and advice regarding operation, support and maintenance of college computer systems, and hardware and software purchases.
- Train users in various computer systems and applications.
- Understand technical manuals and instructions.
- Follow District policies on purchasing software and hardware for computer labs.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- One (1) year of experience in providing operation and support to a variety of computer users, preferably in an educational environment or CompTIA A+ certification (verification must be mailed from CompTIA)

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma or the equivalent.

Adopted: 03/09/23